Demonstration: Ford On Electric Vehicle Handling

Damaged Vehicle Guidance for Ford Motor Company Electric and Hybrid-Electric Vehicles Equipped with High-Voltage Batteries

(Towing and Recovery Operators and Vehicle Storage Facilities)

For questions contact Ford USA 1-800-392-3673 / Ford Canada 1-800-565-3673

In the event of damage or fire involving an Electric Vehicle (EV) or Hybrid-Electric Vehicle (HEV):

- Always assume the high-voltage (HV) battery and associated components are energized and fully charged.
- Exposed electrical components, wires and HV batteries present potential HV shock hazards.
- Venting/off-gassing HV battery vapors are potentially toxic and flammable.
- Physical damage to the vehicle or HV battery may result in immediate or delayed release of toxic and/or flammable gases and fire.

Vehicle Shutdown and High-Voltage System Disabling

Identify Vehicle

- Determine if the vehicle is an electric or hybrid-electric vehicle, and if it is, advise your dispatch and all other responders that an electric or hybrid-electric vehicle is involved.
- To identify potential symptoms of a damaged high-voltage system, contact an authorized service center or vehicle manufacturer representative. Refer to the Vehicle Owner Manual, Emergency Placard (included in the Vehicle Owner Manual) and/or the Emergency Response Guide for appropriate contact information.
- If you detect leaking fluids, sparks, smoke, flames, increased temperature, gurgling, popping or hissing noises from the HV battery compartment, ventilate the passenger area (i.e., roll down windows or open doors) and call 911.
- Be alert. There is a potential for delayed fire with damaged lithium-ion batteries.

Recovering/Transporting Vehicle

- Call an authorized service center or vehicle manufacturer representative, if necessary, to determine additional steps that you should take to safely recover or transport the vehicle.
- Always approach the vehicle from the sides to stay out of potential travel path. It may be difficult to determine if the vehicle is running due to lack of engine noise.

- Place vehicle into Park, set the parking brake, turn off the vehicle, activate hazard lights, and remove keys to a distance at least 16 feet from the vehicle until loading the vehicle for transport.
- Refer to vehicle manual/recovery guide to locate proper attachment/connection points and transport method.
- Avoid contact with orange high-voltage cabling and areas identified as high-voltage risk by warning labels.

Storing Vehicle

- **For vehicles in the United States, notify Ford Motor Company 1-800-392-3673 (then follow the prompts on the voice response menu) or an authorized Ford Dealer as soon as possible as there may be additional steps necessary to secure, discharge, handle, and/or store the HV battery and vehicle.**
- **For vehicles in Canada, notify Ford Motor Company 1-800-565-3673 (then follow the prompts on the voice response menu), or an authorized Ford dealer as soon as possiblea s there may be additional steps necessary to secure, discharge, handle, and/or store the HV battery and vehicle.**
- Do not store a severely damaged vehicle with a lithium-ion battery inside a structure or within 50 feet of any structure or vehicle.
- Ensure that passenger and cargo compartments remain ventilated.
- Prior to placing and while located in storage area/tow lot, continue to inspect vehicle for leaking fluids, sparks, smoke, flames, gurgling or bubbling sounds from the HV battery and call 911 if any of these are detected.
- Maintain clear access to stored vehicles for monitoring and emergency response if needed.

For specific information and safety preparation regarding the high-voltage system, refer to WWW.MOTORCRAFTSERVICE.COM, select quick guides for the appropriate vehicle emergency response guide.

NOTICE: Never attempt to tow the vehicle with its drive wheels on the ground.

Courtesy of Ford Motor Company